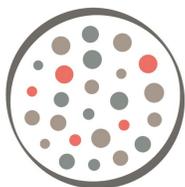


March &
April
2021



A SilverCrest Community

GLOBAL POINTE
SENIOR LIVING



What's the Pointe?

Program & Wellness Pointes

Director of Programs & Wellness - Kate Gallagher

We have terrific news to share. Due to the lack of any active cases of COVID-19 at Global Pointe and the low rates in the surrounding county, starting April 1, 2021 we can now allow you to have non-essential, in-apartment visits with their friends and family (2 visitors at a time).

While we are pleased that so many of our residents and staff members have been vaccinated, the majority of people in our extended community are still waiting for their turn to receive the vaccine. So, for everyone's safety, we must continue to follow the protocols put in place by the Minnesota Department of Health (MDH). It appears there may be some new guidance from the Centers for Disease Control specific to freedoms for vaccinated people in their own homes, but we are still awaiting word from the MDH on how this affects those in senior living communities.

For now, please note the following guidelines for all indoor, outdoor and essential care visits:

- **No appointments necessary!** In fact there is no longer a limit to the number of people allowed in the building.
- Visitors will be screened upon entry and will need to wear a mask for the duration of their visit. Visitors must arrive during Reception hours to be screened. Mon-Fri 8a-7p and Sat-Sun 9a-4p.
- Visitors must take the most direct route to your apartment from the entry doors. No loitering in the common areas or wandering through the building.
- At this time we cannot yet welcome overnight or out-of-state visitors.

- Out-of-state guests may visit if they have quarantined for 14 days after arriving in MN.
- While in the building, and especially while in your apartment, social distancing and mask wearing must still be observed.
- At this time no eating or drinking during visits is allowed

NOTE: If there is an outbreak, visitations will be suspended until facility wide testing is completed and depending on the results, visitation may or may not be resumed until the facility meets criteria put forth by the Department of Health.

We will update you regarding any changes to the Minnesota Department of Health's recommendations as soon as they become fully clear. We look forward to welcoming friends and family back for visits while continuing to remain safe and COVID-19 free. If you have any questions about these visits, please feel free to give me a call or send me an email.

Book Club Selections

We usually meet the last Thursday of the month at 10:30am in LER.

April | *Nomadland* by Jessica Bruder [nonfiction, sociology]

May | *Educated: A Memoir* by Tara Westover

June | *The Book Woman of Troublesome Creek: A Novel* by Kim Michele Richardson [novel]

July | *Owls of the Eastern Ice: A Quest to Find and Save the World's Largest Owl* by Johnathan C. Slaght. [nonfiction]

Marketing

Director of Marketing - Mary Bunnell

Tours Galore

As the weather heats up, so are the number of tours at Global Pointe. We've been averaging eight tours a week, which is really great. The more people who can see our lovely building and view all that we have to offer, the better!

I appreciate everyone who says hello, stops to introduce themselves, and talks to those on a tour with me or Janna. It helps our guests get a sense of the culture here by meeting residents, seeing activities in progress, and watching the everyday hustle and bustle of the community (from a safe distance, of course).

Now that meals are being served in the dining room, please remove the table, shelf, or chair from outside your front door. Although it was necessary during the tighter restrictions of Covid, we'd like to get those put away at this time, since they can create a bit of a trip hazard, as well as an "eye sore" in the hallway.

And please do not leave trash outside your door. If you aren't able to take your bags or boxes to the trash room on your floor, please talk to me or Jake about additional housekeeping or trash service.

Finally, if anyone would be willing to let us occasionally "show" their apartment as a model during a tour, please let me know. It would not happen very often, and we would give you several days' notice, but it's much easier for people to picture their "next home" with furniture, art and personal decor, instead of looking at empty apartments.

Thank you again for kind support in growing our community!

Executive Director's Notes

Executive Director - Michelle Demcho

As March draws to a close we will be closing a chapter at Global Pointe too. Mary Bunnell has been with Global Pointe since before we opened the doors—some of you may have met her in the marketing office in the shoppes of West End. We are very sad to see Mary leave us, but we wish her the best in all her endeavors. We have told her she is not allowed to become a stranger and must come visit. Mary's official last day will be March 26th.

We are currently hiring for a new Director of Marketing and hope to have this role filled soon. Until then we will have some marketing experts from our 'sister sites' helping to fill our gap. Nicole from our Rochester campus and Carrie from Maple Grove will be helping us out. Please give them a warm welcome as they help to keep our momentum going.

Resident Care Coordinator—New Role

Please also welcome Kadi Sirleaf to our team. Kadi has been a Resident Assistant with Global Pointe for a few months and we are excited to promote her to become our new Resident Care Coordinator. Kadi is starting school for Healthcare Management and hopes to be an Executive Director one day.

As a Resident Care Coordinator she will assist with the hiring and scheduling of our Care Staff and will coordinate with families about care needs. We are excited to promote Kadi to this position. Her office is just off the Medication Room on the 1st floor in EAL. She will share a space with our LPNs. Please give her a warm welcome when you see her.



Reflections

Erika Takahashi - Director of Reflections

Around holiday time last year, we had a generous donation offer from anonymous donors. The donors' wishes were to offer something that we can utilize on daily basis, so we chose to purchase iPad, protective cover, AV adapter and iPad stand. Now, because of this donation, we can expand the possibilities of Reflections' activities with better access to more streaming options, showing activity materials directly onto a TV screen rather than printing them out etc., as well as having a device handy for scheduled virtual visits. The donation enables us to have more interactive, spontaneous ways of facilitating activities in Reflections.

I also started a Discovery Program with this donation. Discovery Program is a type of activity to explore a theme utilizing multi-media so residents can learn and re-learn about the theme in various ways. For example, I plan to have this program with one of the pioneers of rock and roll, Fats Domino as a theme in honor of his birthday soon. Utilizing the device, we will look through a variety of material such as pictures, biography, featured music, video clips of his shows etc. If residents are wondering about certain things about him, we can look up right away as one of our residents says, "we can now google it and Wikipedia it."

We are very grateful for this donation. **Thank you to the generous donors who are making our residents' lives more meaningful!!**



~ A Small Change in Reflections Dining ~

As our culinary department continues to work on providing the best services possible for all residents at Global Pointe, we made a small change in dining in Reflections. We are now serving Reflections' meals and snacks as follows:

Breakfast	8am
Lunch	11:45am
Snacks	2:30pm
Dinner	4:45pm

Evening snacks are available throughout the evening and night hours.

Apartment Decorating

It is so nice seeing our apartments fill up with people calling Global Pointe their home. We encourage you to decorate your apartment and make things feel comfortable to you. As a friendly reminder these decorations must stay inside your apartment. The only exception to this is that you may decorate your door. We advise against over the door hangers as they create excessive damage to the frame and door—try a Command hook or other removable style. Nails or tape is not allowed on the door. Please keep all decor tasteful.

We have had requests for shelves outside the door. I am adding this to our 'wish list,' until then, please refrain from putting additional shelves or decorations outside your apartment.

At the term of your lease, it is your responsibility to restore your apartment to its original condition prior to moving out.

Many Thanks

Michelle Demcho—Executive Director

Many of you helped contribute to our employee appreciation fund in December, anticipating a holiday event to celebrate in early January. However with the COVID vaccinations that soon followed, we decided to hold-off on employee appreciation events.

In late February, early March we held a week of employee appreciation. These events included: Duck Scavenger Hunt, Trivia, Candy Jar, Scratch –off cards and dress-up days to specifically thank our departments.

In addition we sent to each employee's home a card thanking the employee for their dedication and service to Global Pointe. These cards were signed "From the Residents of Global Pointe," and included a \$25 gift card.

Our employees were ever so grateful for this small token. Here are a few of the things that were purchased:

- **Thank you so much! I bought some Diapers for my baby.**
- **I am saving my gift card to put towards a new fitbit—Thank you!**
- **The gift card will go to help me buy things for a new home.**
- **I bought a new hat for hat day. This was a great excuse to buy such a cute hat.**
- **Thank you for your lovely gift, I will be buying a new book (You before Me) and some movies.**

Many Thanks to all who helped us make this week of events happen!

SilverAdvantage

The letter of the month for March is "E," which stands for Energy & Enthusiasm! Staff members maintain a positive "can do" attitude and share a smile that lets everyone know they are glad to be here.

The letter of the month for April is "C," which stands for Community! Team members promote a strong community environment that provides a home-like atmosphere and helps residents feel important and included. Staff members take pride in their campus, and an active role in keeping it looking its best. The campus itself plays an active role in the community at large.

If you're new to the building and want to know what all the letters in our R.E.S.P.E.C.T. acronym stand for, come take a look at the sign in the administrative offices hallway on the second floor. Here are some recent kudos given to staff:

Ema

Every time I walk into a resident's room and you are there you are connecting with the resident and visiting. I also love that you care about residents eating in the dining room. You are a sweet person.

—Cristi

Sam

You are such a fantastic new addition to the Dining team! Thank you for your great attitude!

— Laura

Kathy

Your data entry work on the Yardi database is so helpful as we prepare for future system upgrades. Thank you for getting the updates done so fast!

—Carol

How are we doing?

SilverCrest is committed to creating senior communities of excellence through vibrant and engaging lifestyles of wellness, independence, dignity, and care. We want input from you about how we are doing at achieving our R.E.S.P.E.C.T. goals. Please visit our **Silver Advantage™ Boards** on the **lower level near the elevators or in the mail alcove on the 2nd floor**, and fill out a slip for our hard working staff. This is an incentive for them to be recognized by management.

Maintenance

Jake Jedlicka - Director of Environmental Services

Over the next month, the ownership group and I will be doing a walk-through of all occupied apartments. We will be creating a punch list for construction to come through and repair items as necessary from stress cracks in the sheetrock, doors not operating as designed or window issues. We will put out a notice 48 hour, so keep a look out! Once the punch list has been created, we will create a plan to coordinate with construction to complete any items that need to be addressed.

Friendly reminder: please tie all garbage bags before bringing them to the trash chute. This helps with smells and unwanted mess. Also, try and place recycling in a paper bag, garbage bags are NOT recyclable!

We are currently still in need of an additional housekeeper for Global Pointe as the demand increases every day! We have an ad out there, so if you know of someone who'd make a great housekeeper, please send them our way.

Resident Birthdays

Dattner, Erika	3/7
Patel, Ranjan	3/10
Kessler, Jeanne	3/14
Starbird, Craig	3/15
Petersen, Shirley	3/18
Roston, David	3/30

Staff Birthdays

Keynan, Sirad	3/3
Mansaray, Seyllie	3/4
Benning, Kathy	3/12
Hazeltine, Janna	3/13
Peterson, Gayle	3/23
Demcho, Michelle	3/26
Lawrence, Dolphine	3/26
Olson, Maddie	3/28

Global Flavors

Laura Kuldane-Jacobsen - Director of Dining Services

Did you know that you can bring beer, wine, and cocktails to dinner? Well, you can! You are always welcome to bring your beverage of choice with you to a meal. If you are planning to bring a bottle of wine, we can provide the glass. Keep in mind that some of our staff are underage and cannot open bottles or pour drinks for you. Because we do not have a liquor license, we cannot sell you an alcoholic beverage, which is why you won't be offered a wine list. We do, however, occasionally offer beverages as part of a special event or celebration, so keep an eye on the calendar for those fun activities!

I received so many requests for the recipe for the cocktail we served at the 2nd Covid Vaccination clinic! Here it is ~

The Antidote Serves 2

8 Strawberries	2 C Ice Cubes
12 Blueberries	½ C Vodka
¼ C Mint Leaves	1 OZ Cointreau
1 Lime Quartered	½ C Ginger Ale
1 TB Grated Ginger	1 TB Sugar
2 Lime Slices, as Garnish	

1. Muddle the strawberries, blueberries, mint leaves, lime, ginger, and sugar in a cocktail shaker.
2. Add ice, vodka, and Cointreau and stir.
3. Divide between two glasses with ice and top with ginger ale. Garnish with lime slices.



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www.globalpointeseniorcommunity.com

Final Pointes

- The front desk is staffed Monday-Friday 8am-7pm and 9am-4pm on weekends. It is staffed 9am-2pm on holidays. Direct your guests to the Mircom entry system in the vestibule to gain access outside of these hours. **Note the visitor restrictions in place due to COVID-19.** Our daytime receptionist is Janna Hazeltine. Kathy Benning and Gayle Peterson are our evening and weekend receptionists.
- **The bus is in service for medical and dental appointments within 5 miles of Global Pointe. Talk to Kate at least one week in advance about getting a ride to and from your appointment on the bus.**
- Do you want a digital newsletter? Each month, the newsletter is posted on the Global Pointe website, distributed to residents, and emailed to family and friends on the newsletter list. If you'd like to be added to the list to receive a digital copy, please contact Kate. Your email will **ONLY** be used to send you the newsletter.
- Work Order Process. Call 763-278-8000 or visit the front desk to place a work order. Jake will come to your apartment to complete the work in a timely fashion. If the request requires supplies or labor beyond what's detailed in the New Resident Welcome Packet, Jake will create an estimate for you to review and approve before work begins.

Global Pointe Staff Email & Phone List

All staff can be reached by calling reception at 763-278-8000

All email addresses end in @globalpointeseniorliving.com.

Executive Director	Michelle Demcho	mdemcho	763-285-8729
Director of Home Health	Jessica Hedlund	jhedlund	763-285-8731
Director of Dining Services	Laura Kuldaneck-Jacobsen	lkuldaneck-jacobsen	763-285-8732
Kitchen			763-285-8737
Director of Environmental Services	Jake Jedlicka	jjedlicka	763-278-8000
Administrative Services Manager	Carol Hunt	chunt	763-285-8730
Director of Reflections	Erika Takahashi	etakahashi	763-285-8734
Director of Marketing	Mary Bunnell	mbunnell	763-235-3468
Director of Programs & Wellness	Kate Gallagher	kgallagher	763-285-8733
Lead Receptionist / Front Desk	Janna Hazeltine	jhazeltine	763-278-8000
Housekeeping	Sarah Foss		763-278-8000
Haven Salon (Monday 10am-6pm)	Esther Reiersen	Appts: 612-987-7836	763-285-8738
FAX			763-432-0069